

Board of Chiropractic Examiners

2525 Natomas Park Drive, Suite 260
Sacramento, California 95833-2931
Telephone (916) 263-5355 FAX (916) 263-5369
CA Relay Service TT/TDD (800) 735-2929
Consumer Complaint Hotline (866) 543-1311
www.chiro.ca.gov



Information for Health Care Reimbursement Payers

Enclosed is the Board's form for submitting complaints regarding unprofessional conduct by doctors of chiropractic. Complaints should be sent to the Board at the above address.

State licensing boards are not arbitrators of fee disputes, but do have jurisdiction over:

- 1) Billing fraud;
- 2) Deviations from the standard of care;
- 3) Scope of practice violations;
- 4) Gross over-utilization of services; and
- 5) Provider incompetence.

To facilitate expeditious complaint review, please attach non-returnable copies of all available documented evidence; e.g. medical records, billing claims, test results, correspondence, x-rays, and diagnostic studies, as well as any consultant statements, relevant medical literature, universal guidelines, CPT references, etc. If multiple patients or events are involved, include all material for each occurrence. For each patient whose records are submitted, please provide a statement signed by the patient authorizing the release of information to the Board.

For further information, please call the Board at 916) 263-5355.